<u>CLAIMS</u>

We claim:

1. Remote-control process, characterized by the fact that it comprises:

- a step of opening a first communication session through the intermediary of a telecommunication network between a calling terminal and a centralized computer system,

- a step of sending an identifier of the user of the calling terminal to the centralized computer system and of an identifier of a computer system to be remote-controlled, through the intermediary of the telecommunication net,

- a step of verification of said identifier by the centralized computer system,

- if the verification is positive:

-a step of sending an authorization, from the centralized computer system to the computer system to be remote-controlled and

- a step of executing the authorized command by the computer system to be remote-controlled.

2. Process according to claim 1, characterized by the fact that it comprises, as a preliminary to the step of sending an identifier of a computer system to be remote-controlled, through the intermediary of the telecommunication network,

a step of communication between the computer system to be remote-controlled and the calling terminal, during which the computer system to be remote-controlled sends its identifier to the calling terminal.

3. Process according to any of the claims 1 or 2, characterized by the fact that it comprises, in case of unauthorized use of the computer system to be remote-controlled,

a step of communication during which the computer system to be remote-controlled sends a representative message of unauthorized utilization.

4. Process according to any of the claims 1 to 3, characterized by the fact that it comprises

a step of verification of availability of the computer system to be remote-controlled, by the centralized computer system.

5. Process according to any of the claims 1 to 4, characterized by the fact that it comprises

a step of acknowledgment of the command by the computer system to be remote-controlled towards the centralized computer system and/or towards the calling terminal.

6. Process according to any of the claims 1 to 5, characterized by the fact that it comprises

a step of selecting a time of activating the order by the computer system to be remote-controlled and, at the selected time, a step of executing the order by the computer system to be remote-controlled.

7. Process according to any of the claims 1 to 6, characterized by the fact that it comprises

a step of detection, by the computer system to be remote-controlled, of the end of its utilization.

8. Process according to claim 7, characterized by the fact that it comprises

a step of opening a communication session between the computer system to be remote-controlled and the centralized computer system, as soon as the computer system to be remote-controlled is available.

9. Process according to any of the claims 1 to 8, characterized by the fact that it comprises

a second step of communication between a calling terminal that is possible different from the calling terminal which opened the first communication session, and the computer system to be remote-controlled, with the computer system to be remote-controlled executing the order in response to this second session.

10. Process according to any of the claims 1 to 9, characterized by the fact that it comprises

a step of interrogation by a third party (250, 255, 365, 370, 385) and a step of providing status data concerning one or several computer systems to be remote-controlled (260, 265, 375, 380, 390, 395).

11. Remote control device, characterized by the fact that it comprises :

- a means for opening a first communication session through the intermediary of a telecommunication network, between a calling terminal and a centralized computer system,

- a means of transmitting an identifier of the user of the calling terminal to the centralized computer system and of an identifier of a computer system to be remote-controlled, through the intermediary of the telecommunication network, a means of verifying said identifier by the centralized computer system,

- the centralized computer system being able, if the verification is positive, to send an authorization to the computer system to be remote-controlled and

- the computer system to be remote-controlled being able to execute each command that has been authorized by the computer system to be remote-controlled.